



DISABILITY RIGHTS TENNESSEE GRIEVANCE PROCEDURE

This is how to complain to Disability Rights Tennessee (DRT) about DRT. You can complain if DRT has refused to help you. You can complain if you are unhappy with the help DRT provides to you.

Deadline: There is a thirty (30) calendar day deadline for filing complaints. DRT will not respond to complaints postmarked after that deadline. To complain about a problem with your case, please do so before the deadline. For decisions sent to you by letter, you have thirty (30) calendar days from the letter's date to complain.

Complaint form: Complete the attached complaint form. Mail or email the form to Disability Rights Tennessee. Our address is 2 International Plaza, Suite 825, Nashville, TN 37217. Our email is feedback@disabilityrightstn.org Complaints mailed or emailed to us will be reviewed and responded to as discussed below.

Requesting Assistance: If you need help completing the complaint form or need the form in an alternate format, please call the staff member providing services to you or our intake unit at 1.800.342.1660 for help. If you are unable to complete the form, you may submit a complaint in an alternate manner by contacting the staff member who assisted you or our intake unit.

Response to your complaint:

1. DRT's Legal Director will review your complaint and send you a written response. We will mail that response within fifteen (15) calendar days of receiving your complaint. If you disagree with the response, go to step 2 below.
2. If you disagree with our Legal Director's response, you can submit a written complaint to DRT's Executive Director. Our Executive Director will review your complaint and send you a written response. We will mail that response within fifteen (15) calendar days of receiving your complaint. If you disagree with the response, go to step 3 below.
3. If you disagree with our Executive Director's response, you may send a written complaint to the Executive Committee of DRT's Board of Directors. That committee will review your complaint and send you a written response. We will mail that response within thirty (30) calendar days of receiving your complaint. This committee's review is final.



**DISABILITY RIGHTS TENNESSEE
GRIEVANCE FORM**

I have a complaint against Disability Rights TN (DRT). The reason for my complaint is below.

1. DRT refused to help with my issue. Explain:

2. I am unhappy with DRT services. Explain:

3. I am unhappy that my case was closed. Explain:

4. I am unhappy with a DRT staff member. That person is _____.
Explain: _____

5. I am unhappy with DRT for another reason. Explain:

SIGNED _____ DATE _____

PRINT NAME _____

ADDRESS _____

TELEPHONE _____

Please attach additional sheets as necessary.

Mail to Disability Rights Tennessee,
2 International Plaza, Suite 825, Nashville, TN 37217
or email to feedback@disabilityrightstn.org

You must send this form to DRT within **thirty (30) days** of the problem you are complaining about or the date on correspondence from DRT. All information will be kept confidential. You will receive a response within fifteen (15) days.